

A

- ADR (alternative dispute resolution): community mediation using, 455; counterpower impact of, 457; NCFDR promotion of, 458. *See also* Community mediation (CM); Mediation practice
- African Americans: Attitude Toward Conflict Scale study participation by, 369-370; conflict norms of, 366; Mediation Scale study participation by, 370-375. *See also* Racial/ethnicity differences
- Alchemist mediator profile, 417, 419*fig.*, 421, 422
- Alexander, N., "The Mediation Metamodel: Understanding Practice," 97-123
- Alternative dispute resolution (ADR): assessing conflict levels prior to, 366-367; designing systems for health care, 75-76; examining medical malpractice case use of, 1; future trends in health care use of, 82-86; health care profession growing interest in, 71-72; implementing in the medical field, 72-75; medical malpractice study on use of, 76-86; medication distinguished from, 104; Sieve Model of, 258, 333-348. *See also* Mediation
- "Alternative Disputer Resolution in Medical Malpractice: A Survey of Emerging Trends and Practices," 71-96
- American Bar Association (ABA), 86, 252
- American Society of Civil Engineers, 173
- AMOS (analysis of moment structures) software, 369
- Anderson, L. L., Jr., "Managing Conflict in Construction Megaprojects: Leadership and Third-party Principles," 167-198
- Arab-Jewish School for Peace intergroup dialogue model, 216
- Armed conflict: definition of, 149-150; peace agreements ending, 151-152. *See also* Conflict; Palestine/Israel conflict
- Articles: "Alternative Disputer Resolution in Medical Malpractice: A Survey of Emerging Trends and Practices," 71-96; "Bridging The Theory-And-Practice Gap: Mediator Power In Practice," 433-451; "Building Trust with Parties: Are Mediators Overdoing It?," 317-331; "Co-resolution: A Cooperative Structure for Dispute Resolution," 126, 239-256; "Education in Peace Agreements, 1989-2005," 125, 149-166; "Evaluation of Intergroup Dialogue: A Review of the Empirical Literature," 126, 199-238; "From Sulha to Salaam: Connecting Local Knowledge with International Negotiations for Lasting Peace in Palestine/Israel," 125, 127-148; "How Our Worldviews Shape Our Practice," 405-431; "Managing Conflict in Construction Megaprojects: Leadership and Third-party Principles," 167-196, 167-198; "Mediation by Any Other Name Would Smell as Sweet—or Would It? The Struggle to Define Mediation and Its Various Approaches," 293-316; "Mediation and Inequality Reconsidered: Bringing the Discussion to the Table," 383-404; "The Mediation Metamodel: Understanding Practice," 97-123; "The Politics of Community Mediation: A Study of Community Mediation in Israel," 453-479; "Practice Note: Community Mediation as Social Intervention," 481-495; "Processes in Civil Case Mediations," 261-291; "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3-42; "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43-69; "Research Note: Two Measures of Conflict

- Orientation," 365-379; "Shadows, Conflict, and the Mediator," 349-364; "The Sieve Model: An Innovative Process for Identifying Alternatives to Custody Evaluations," 333-348
- Arusha Peace and Reconciliation Agreement for Burundi (2000), 159
- Asian Americans: Attitude Toward Conflict Scale study participation by, 367, 369-375; conflict norms of, 366; Mediation Scale study participation by, 367, 369-375. *See also* Racial/ethnicity differences
- Association for Conflict Resolution (ACR), 125, 257
- Association of Family Law Professionals (AFLP): description of, 335; Position Statement on Custody Evaluations by, 335, 336e-337e; Sieve Model for custody evaluation recommended by, 337-347; *21st Century Divorce Cooperative Style* (DVD/video) by, 340
- Attitude Toward Conflict Scale study: description of, 375-378; introduction to, 367; participants and procedures of, 369-370; results of, 370-375
- Attractor metaphor, 34-37
- Attribution theory, 268

B

- Bartoli, A., "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43-69
- BATNA (best alternative to a negotiated agreement), 100; hypotheses related to plaintiff/defendant, 264-269; mediator technique lowering of perceived, 265
- Beyond Neutrality* (Mayer), 487
- Bias. *See* Mediator bias
- Bottom-up constructive engagement, 28-29
- Bresnahan, M. J., "Research Note: Two Measures of Conflict Orientation" by, 365-379
- "Bridging The Theory-And-Practice Gap: Mediator Power In Practice," 433-451
- Buck, R., "Mediation by Any Other Name Would Smell as Sweet—or Would It? The Struggle to Define Mediation and Its Various Approaches," 293-316

- "Building Trust with Parties: Are Mediators Overdoing It?" 317-331

C

- Cambodia agreement (1991), 157
- Camp David negotiations, 143, 146
- Captain mediator profile, 417, 419ffg, 421
- Center for International Conflict Resolution (CICR) [Columbia University], 64
- Central coalition model, 7
- CFA (confirmatory factor analysis), 368-369
- CFI (comparative fit index), 369
- Chan-Serafin, S., "Processes in Civil Case Mediations," 261-291
- Change: assumptions about the nature of, 51-53; building blocks for sustaining peaceful, 66-67; conflict as source of, 487; deadly conflict and desire for, 43-44; establishing conditions for readiness to, 55-57, 59-63; mediation used for social intervention and, 484-489, 491; openness to, 28. *See also* Social intervention
- Change assumptions: incremental vs. radical, 51-52; induced vs. emergent origins of, 52-53; on necessary depth of change, 51
- Chapultepec agreement (El Salvador) [1992], 157
- Charkoudian, L., "Mediation by Any Other Name Would Smell as Sweet—or Would It? The Struggle to Define Mediation and Its Various Approaches," 293-316
- Chesapeake Bay Critical Area Commission, 187
- Chiapas (Mexico) peace agreement [1996], 157, 160
- Children's Hospital (Atlanta), 74
- Civil court mediation hypotheses: 1. mediator will note weaknesses and strengths of parties, 266; 2. plaintiffs make larger concessions in mediated negotiations than do defendants, 266-267; 3. mediators expect they can obtain higher concessions from plaintiffs, 267; 4. mediators apply more assertive techniques than do defendants, 267-268; 5. mediators' assertive techniques are employed against plaintiffs in nonagreement cases, 268; 6. defendants are more satisfied in nonagreement cases/ plaintiffs are more satisfied in agreement cases, 268-269

- Civil court mediation study: description of, 262-263; discussion of mediator tactics during, 282-287; mediator, plaintiff, and defendant interactions during, 264*fig*, 281*fig*; method used for testing mediator tactic hypotheses, 269-274; number of mediators' assertive techniques per mediation, 276*h*; plaintiff assertive techniques in nonagreements during, 278*h*; results of testing mediator tactic hypotheses, 274-282; six mediator tactics hypotheses listed, 266-269; widespread use of, 262
- Civil society networks, 64
- Closed peacemaking initiatives, 26-27
- Closing ceremony rituals (*sulha* practice), 130, 138-139
- "Co-resolution: A Cooperative Structure for Dispute Resolution," 126, 239-256
- Co-resolution negotiation: applying the co-resolution structure to, 244*fig*-249; challenges related to, 239-240; moving from theory to practice, 252-253; proposed structure for cooperative, 242-244; theory and practice of cooperative, 249-252; UPL (unauthorized practice of law) issue of, 251-252. *See also* Negotiator's Dilemma
- Co-resolution structure: applying the, 244-245; co-resolution clients and, 248-249; creating neutrality in, 245-246; partisan roles in, 246-248; process of, 244*fig*; standard mediation compared to mediation under, 245*fig*-246*fig*
- Cognitive learning theory, 213
- Coleman, P. T.: "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3-42; "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43-69
- Collective Shadow: description of, 355-356; projection of the, 356-357
- Collective unconscious, 352
- Colombia peace plan (1999), 157
- Columbia University, 64
- ComAbstracts, 217
- Commission des normes du travail du Québec (CNT): data collection/analysis during trust building study by, 322-325; discussion of trust building study by, 327-330; mission statement of, 321-322; trust building study conducted by, 321-322; trust building study results by, 325*fig*-327
- Commission on National Reconciliation, 226
- Committee on Medical Liability, 74
- Communication: mediators engagement in direct and open, 444-445; metaphoric, 415; power framed by meanings of, 394. *See also* Narratives
- Community: community mediation (CM) in context of, 490-492; understood as either locality or collective, 491
- Community mediation (CM): ambiguity and contradictory political rationalities inherent to, 467-473; collective targets of, 489-490; community in context of, 490-492; development and applications of, 454-458; different forms of, 455-456; differing views and interests with respect to, 464-473; empowerment resource of, 457-458; examining the unique challenges of, 453-454; failures and criticism of, 456; findings and implications for, 473-477; as form of social intervention, 484-485; formal and informal mechanisms of, 462-463; Israel's experience with, 458-464; neutrality and, 456-457; reconciling possible downfalls and social merits of, 475-476. *See also* ADR (alternative dispute resolution)
- Community Mediation Maryland study: background information on, 297; discussion of, 311-313; implications for mediators, administrators, and future research, 313; observation methodology used during, 305; observation results during, 308; variables, definitions, and summary statistics during, 306*t*-307*t*
- Conflict: attractor metaphor of, 34-37; dispute vs., 102; gender differences related to, 374*h*; impact of the intervener on, 350-351; intercommunal reconciliation necessary for intercommunal, 141-142; interethnic, 199-231; Israel's ethnic democracy and resulting, 459; language of literature on, 350; measuring mediation, 365-375; minority versus dominant

- perspectives on, 465-473; owning our Shadow in order to control, 357-360; peace and cooperation as valued over, 139; projection as increasing, 354-357; public infrastructure construction and related, 168-196; racial/ethnic differences in expressing, 366; ritual expression through *sulha*, 134; role of education in outbreak of, 150; social construction of constructive engagement and, 46-54; as source of development and change, 487. *See also* Armed conflict; Palestine/Israel conflict
- Conflict Communication Scale, 367-368
- Conflict measures: assessed prior to ADR, 366-367; Attitude Toward Conflict Scale study, 367, 370-378; challenge of understanding, 365-366; constructing validity and reliability for scales of, 368-369; currently available instruments for, 367-368; Mediation Scale study, 367, 369-378
- Conflict resolution: co-resolution approach to, 239-255; conflict engagement as part of, 488; culture impact on, 406; dependence on accepting varying points of view, 389; intergroup dialogue used for, 201-231; "issue resolution ladder" tool for, 172, 192, 194; meaning of, 102; mediator role in, 457; motives for, 16-18; new practice challenges in area of, 167-168; processes and objectives related to sustainable peace beyond, 30; reconciling with dignity, 140-141; ripeness theory on, 4-37; social constructivism foundation of, 132-133; *sulha* practice for, 127, 129-143, 477n.1; United Nations Democratic Dialogue Project focus on, 200; Woodrow Wilson Bridge Project case study on, 171-196. *See also* Constructive engagement; Peace agreements; Reconciliation
- Conflict Resolution Inventory, 367
- Conflict Resolution Quarterly (CRQ)*: important administrative changes for, 125; website of, 125
- Conflict Resolution Quarterly (CRQ)* Web site, 2
- Conflict stakeholders: constructive engagement constraints of, 20-22; networks of, 13-15; openness to change by, 28; sustaining constructive engagement by involving, 63; types of motives by, 16-18. *See also* Negotiation
- Conflict system: dynamical systems perspective on evolving, 32; reconstructing ripeness for negotiation in, 34-37; self-sustaining hostilities of, 32-34
- Conflict Tactics Scale, 367
- Construction industry: alternative dispute resolution methods adopted by, 168-169; construction conflict resolution guild in, 170-171; types of conflict within the, 168. *See also* Public infrastructure construction; Woodrow Wilson Bridge Project case study
- Construction Industry Institute (CII), 169
- Constructive engagement: complex stakeholder networks of, 13-15; conditions or context affecting, 22-27; constraints to, 20-22; cultivating readiness for change through, 55-57, 59-63; definition of, 27-28; dynamical systems model of, 31-37; integrating theory and practice for, 65-67; methods, strategies, and tactics of, 54-64; open and closed processes of, 26-27; openness to change for effective, 28; ripeness theory on motivation and, 4-37; social construction of conflict and, 46-54; sustaining, 57-58, 63-64; top-down embedded and bottom-up emergent process of, 28-29. *See also* Conflict resolution; Negotiation
- Constructive engagement constraints: conditions and contexts as, 22-27; cultural or normative, 21-22; the length of conflict increases, 27-28; personal, 20-21, 22; political, 21, 22. *See also* Motivation
- Constructive/Realistic meta-frame continuum, 419fig. 420-421, 425-426
- Court-based parenting tribunal, 338fig. 342-343
- Court-based reality training, 338fig. 341-342
- Critical theory, 396-400
- Cultural conflict styles, 366
- Cultural differences: Israeli community mediation and issues of, 458-464; mediation neutrality in context of, 391-392, 396; power framed by meanings of, 394. *See also* Worldview
- Culture: CM (community mediation) influenced by, 455, 458-464; conflict resolution

- influenced by, 406; dialogue to change perceptions of other's, 226; elicitive training model on mediation embedded by, 406; as intergroup communication barrier, 216-217; Jewish, 129; mediation inequalities related to norms of, 409
- Custody evaluations: *Divorce Appeal for Cooperation* on, 340; Florida 20th Judicial Circuit innovative approach to, 334; Position Statement on Custody Evaluations (AFLP), 335, 336e-337e; recommendations for specific, 338fig, 343-344; Sieve Model approach to, 337-347; *Ten Commandments for Divorced Parents* on, 340; *21st Century Divorce Cooperative Style* (DVD/video) on, 340. *See also* Divorce
- ### D
- De Ritis, C., "Mediation by Any Other Name Would Smell as Sweet—or Would It? The Struggle to Define Mediation and Its Various Approaches," 293-316
- Decision making: ripeness theory study propositions on, 13-30; social construction of, 53-54
- Defendants: building trust in mediators by, 320-330; civil court mediation, 264-287; interactions between mediators and civil case, 264fig, 281fig; trust deficit by, 319. *See also* Mediator-defendant interactions; Participants
- Definitions Task Group (Maryland Mediation and Conflict Resolution Study), 298
- Democratic Dialogue Project (UNDP), 215, 220
- Democratic Republic of the Congo, 157, 159
- Dessel, A., "Evaluation of Intergroup Dialogue: A Review of the Empirical Literature," 126, 199-238
- Dialogue discourse, 102-103
- Directive-elicitive mediator behavior, 99
- Discourse: dialogue, 102-103; Foucault's approach to power through, 460-461; interest-based or integrative negotiation, 102; nature of community mediation (CM), 464-473; positional-distributive bargaining, 102
- Dispute Resolution Boards (DRB), 173-174
- Dispute systems design. *See* Health care dispute systems design study
- Dispute vs. conflict, 102
- Distributive bargaining, 102
- Divorce: adversarial mentality inherent in, 333-334; custody evaluations during process of, 334; increasing rates of, 335. *See also* Custody evaluations
- Divorce Appeal for Cooperation*, 340
- Donohue, W. A., "Research Note: Two Measures of Conflict Orientation" by, 365-379
- Dual Concern Model of Conflict Resolution, 368
- Dupuy, K. E., "Education in Peace Agreements, 1989-2005," 125, 149-166
- Duration effect, 15
- Dynamic Influence Model: civil case mediator tactics predicted using, 265-269; description of, 265-266; mediators' techniques sample listing, 273t; method of testing civil case mediation predictions, 269-274; plaintiffs' and defendants' techniques sample listing, 271t
- Dynamical systems model of constructive engagement: overview of, 31-34; reconstructing ripeness using, 34-37
- ### E
- Education: benefits of peace agreement inclusion of, 161-162; further research on peace agreements and, 163-164; incorporated in peace agreements, 150-151; numerical trends in peace agreements addressing, 152-160; outbreak of conflict and role of, 150; patterns in peace agreement inclusion of, 155-160; peace agreement views on, 157-160
- "Education in Peace Agreements, 1989-2005," 149-166
- Ego (persona), 352, 353, 354
- Elicitive training model, 406
- Employer-employee mediation: future research directions on trust in, 329-330; mediation conditions related to trust in, 318-319; mediator's role in fostering trust during, 319-320; sources of trust during, 319; trust building study on, 320-330; trust deficit during, 319

Empowerment: as community mediation (CM) resource, 457-458; participant's ability to access, 391. *See also* Power

Endangered Species Act, 188

Engagement Framework (NCDD), 214

EPP (environmental/public policy) mediation: Native American scenario of, 405-406; pure neutrality idea rejected in, 410-411; worldview issues raised for, 406; worldview-mediation study on, 411-429

Ethnicity differences. *See* Racial/ethnicity differences

European Americans: Attitude Toward Conflict Scale study participation by, 367, 369-370; conflict norms of, 366; Mediation Scale study participation by, 367, 369-375

"Evaluation of Intergroup Dialogue: A Review of the Empirical Literature," 199-238

Expanded parent education, 338*fig*, 339-340

Expert advisory mediation, 107-109

F

Facilitative mediation, 111-112

Facilitative-narrow mediator quadrant, 100

Fairness: allotting same time to all participants, 398-399; cultural differences related to norms of, 409; Native American cultural norms on neutrality and, 410; neutrality element of, 390-391

Family Law Advisory Committee (Florida), 337

Family mediator profile, 417, 419*fig*, 421, 422-423

Federal Highway Administration (FHA), 171, 172, 187

Field Guide for Partnering for VDOT Projects (2005), 169

First Nation people, 356. *See also* Native Americans

First-speaker narratives, 397-398

Fisher-Yoshida, B.: "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3-42; "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43-69

Florida Gulf Coast University, 345

Florida 20th Judicial Circuit: alternatives to custody evaluations used in, 334; example of focused evaluation ordered by, 345; report on findings from preliminary study of Sieve Model cases of, 345-346; Sieve Model developed through efforts of, 337-344

Focused evaluation: Florida court system pilot review of, 345; Sieve Model recommendations for, 338*fig*, 343

Frames: definition and uses of, 408; practitioner applications of, 408-409; Realistic/Constructive ideological metaframes of mediators, 419*fig*, 420-421, 425-426. *See also* Reframing; Worldview

Framework Agreement for Macedonia (2001), 157

"From Sulha to Salaam: Connecting Local Knowledge with International Negotiations for Lasting Peace in Palestine/Israel," 125, 127-148

Full peace agreements, 153, 154*t*, 155*fig*

G

Gabcikovo Dam conflict, 412

Game theory, 241

Gellman, M., "From Sulha to Salaam: Connecting Local Knowledge with International Negotiations for Lasting Peace in Palestine/Israel," 125, 127-148

Gender conflict/mediation differences, 374*t*

General engineering consultant (GEC) [Woodrow Wilson Bridge Project], 173, 179, 180, 181, 183, 184, 186, 188, 190

George Mason University, 413

Gerami, A., "Bridging The Theory-And-Practice Gap: Mediator Power In Practice," 433-451

GFI (goodness of fit index), 369

Goldberg, R. M., "How Our Worldviews Shape Our Practice," 405-431

Golden Shadow, 357

Grounded theory: coding categories of ripeness theory study, 11-12; integrating into constructive engagement, 65-67; phases of coding analysis of ripeness theory study, 11-13; social construction of conflict/engagement, 46-54

Guan, X., "Research Note: Two Measures of Conflict Orientation" by, 365-379

Guatemalan agreements (1996), 156, 157, 158, 160

H

Hacking, A. G.: "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3-42; "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43-69

Harmony mediation, 100

Health care dispute systems design study: on analysis of ADR process, 84-86; on challenges and successes of ADR programs, 82-84; data and methods used in, 76-77; findings on, 77-82; literature review of, 75-76

Health care industry: dispute systems design in, 75-84; growing interest in using ADR in, 71-72; implementing ADR in the, 72-75; resistance to ADR in the, 73-74

Hewlett Foundation, 297

High-conflict divorce track, 338*fig*, 339

Hispanic Americans. *See* Latinos

Hodna (granting consent), 130, 137-138

House of Hope Peace Centre (Galilee), 133

"How Our Worldviews Shape Our Practice," 405-431

Human Security Brief, 151, 152

"Hunting Terrace Ceiling Crisis" (VDOT case study), 178-179

I

Ideological metaframes of mediators, 419*fig*, 420-421

"I'm sorry" legislation, 83-84

Impartiality: definition and core meaning of, 436; neutrality and element of, 436-438.

See also Mediator bias

Implicit Association Tests (IATs), 230

Independent mediators, 104

Inequality. *See* Mediation inequalities

"Informal justice," 455-456

Institute for Conflict Analysis and Resolution (George Mason University), 413

Instrumental trust hypothesis, 327

Inter-Congolese negotiations' agreement (2003), 157, 159-160

Inter-Tajik Dialogue, 226

Interaction mediation dimension: description of, 102-103, 107; practice models of mediation relationship to, 106-117

Interest-based (or facilitative) mediation, 111-112

Interest-based (or integrative) negotiation discourse, 102

Interethnic conflict: comparison of studies on intergroup dialogue and, 202-210; examining intergroup dialogue to resolve, 199-201; study of intergroup dialogue to resolve, 218-228

Intergroup dialogue: comparison of studies on, 202-210; definition of, 201, 211; examining interethnic conflict resolution using, 199-201; goals of, 214-217; Mix It Up, 220, 225; recommendations for use of, 228-231; research on outcomes of, 217-218; School for Peace model of Arab-Jewish, 216; theoretical basis for, 212-214

Intergroup dialogue study: data collection methods and measures used in, 221-223; discussion of, 227-228; methodologies and research designs used for, 218-219; summary of dialogue interventions in, 223; summary of outcomes in, 224-227; summary of participants in, 219-221

International Center for Cooperation and Conflict Resolution (ICCCR), 38

International Institute for Sustained Dialogue, 217

Interuniversity Consortium on the Framing of Intractable Environmental Disputes, 406

Interveners: myth of neutrality of, 350-351; three stages of development of, 351

Intervention mediation dimension: description of, 103-105, 107; practice models of mediation relationship to, 106-117

Intractable conflict study: assumptions about the nature of change in, 51-53; discussion of, 64-65; on fostering constructive engagement in conflict, 45-46; framing the, 49-51; on initial decisions by intervenors, 53-54; literature review of, 44-45; metaphors used in, 47-49; methods of constructive engagement reviewed in, 54-64; on social construction of conflict and engagement, 46-54

Intransigent truths, 24–25

Israel: Bucharians, Arabs, and Ethiopians minorities of, 466t–473; community mediation development in, 459–460; complex legal pluralism issues of, 459; examining community mediation practices in, 458–459
 Israeli community mediation study: ambiguity and contradictory political rationalities inherent to CM in, 467–473; background and setting of, 461–463; epistemological approach of, 460–461; expressions of conflicting views and interests during, 464–466; findings of, 464–473; methodology and methods used during, 463–464

"Issue resolution ladder," 172, 192, 194

J

Jaha (mediating body), 130, 136–137

Jewish culture, 129

Jewish law (Halacha), 459

Jewish-Israeli/Arab conflict. *See* Palestine/Israel conflict

Johnson, A. M., "Alternative Disputer Resolution in Medical Malpractice: A Survey of Emerging Trends and Practices," 71–96

L

Labour Standards Act (Canada), 322

Latinos: Attitude Toward Conflict Scale study participation by, 367, 369–375; conflict norms of, 366; mediation impacted by cultural norms, 409; Mediation Scale study participation by, 367, 369–375. *See also* Racial/ethnicity differences

Leeuwenberg, *Tapoohi v.* (Australia), 104

Li-On, L., "The Politics of Community Mediation: A Study of Community Mediation in Israel," 453–479

Linas-Marcoussis agreement (2003), 156

M

McGuigan, R., "Shadows, Conflict, and the Mediator" by, 349–364

Making Sense of Intractable Environmental Conflicts (Lewicki, Gray, and Elliot), 406–407

"Managing Conflict in Construction Megaprojects: Leadership and Third-party Principles," 167–198

Maryland Association of Community Mediation Centers (MACMC), 305

Maryland Department of Environment, 187

Maryland Department of Natural Resources, 187

Maryland District Court ADR Program, 294

Maryland Mediation and Conflict Resolution Office study: background information on, 297; comparison of the four significant clusters in, 301t–302t; comparison of self-identified medication approaches in clusters, 304t; Definitions Task Group role in, 298; discussion of, 308–311; implications for mediators, administrators, and future research, 313; survey methodology used for, 297–299; survey results during, 299–300, 303

Maryland Program for Mediator Excellence (MPME), 308

Maryland State Highway Administration (MSHA), 169, 171, 172, 181, 191

Mediação na Comunidade (Mediation in the Community) project: mediation for the community work of, 490; origins and development of, 483–484. *See also* Portugal
 Mediation: ADR processes vs., 104; analysis of Vienna Airport, 115–116; balancing defense of causes and cases of, 491–492; building sense of trust during, 320–330; civil court, 262–287; definition of, 261, 262, 435; examining different approaches to, 293–316; exploring and critiquing core values of, 389–396; finding "context-based solutions" through, 448; gender differences related to preferences in, 374t; hegemonic paradigm of, 396; institutionalization and legalization of, 104; measuring conflict in, 365–378; mediator power for imposing pressure to settle, 444–446; narrative, 116; objectives of, 105–106; politics of CM (community mediation), 453–479; problem intervention vs. process intervention approaches of, 103–105; problem-solving, 100–101; responsibility for ethical, 446–449; role of trust in employer-employee, 318–330; scenario on inequality

- issue of, 383-385; the Shadow concept and conflict during, 349-363; Sieve Model for child custody, 258, 333-348; social regulation and social change through, 485-489; therapeutic, 100-101, 116; transformative power of, 488-489; worldwide applications of, 262. *See also* Alternative dispute resolution (ADR)
- Mediation approaches: civil court, 262-287; Community Mediation Maryland study on, 305-308, 311-313; implications of studies on future research/applications of, 313; literature review on classifying, 294-297; Maryland Mediation and Conflict Resolution Office study on, 297-304*t*, 308-311, 313; variations of, 293-294. *See also* Mediation models; Mediation practice
- "Mediation by Any Other Name Would Smell as Sweet—or Would It? The Struggle to Define Mediation and Its Various Approaches," 293-316
- Mediation core values: exploring the unifying set of, 389-390; on relationship of power with neutrality/self-determination, 390-396
- Mediation inequalities: addressing claims of, 386-389; call for change to prevent, 400-401; cultural norms related to, 409; exploring and critiquing mediation core values and, 389-396; hegemonic paradigm of mediation resulting in, 396; power strategies producing or reproducing, 396-400; scholarship on mediation experience related to, 385-386; three common reasons for, 387
- "Mediation and Inequality Reconsidered: Bringing the Discussion to the Table," 383-404
- "The Mediation Metamodel: Understanding Practice," 97-123
- Mediation metamodel: expert advisory mediation, 107-109; facilitative mediation, 111-112; interaction dimension of, 102-103, 107-117; intervention dimension of, 103-105, 107-117; introduction to, 101-102; as research and practice tool, 117-120; settlement mediation, 109-111; six contemporary practices listed, 106-107; tradition-based mediation, 113-115; transformative mediation, 115-117; wise counsel mediation, 112-113
- Mediation models: benefits of using, 98; metamodel, 101-120; review of existing, 98-101. *See also* Mediation approaches; Negotiation
- Mediation practice: growing gap between theory and, 434-435; Latin European real estate and insurance applications of, 482; neutrality as central to, 438. *See also* ADR (alternative dispute resolution); Mediation approaches
- Mediation Research* (Kressel and Pruitt), 261
- Mediation Scale study: description of, 375-378; introduction to, 367; participants and procedures of, 370-371; results of, 371*t*-375; theorized factors examined during, 369-370
- Mediation theory. *See* Theory
- Mediator behavior: Community Mediation Maryland study on, 305-308, 311-313; comparing self-reported to actual, 257-258, 304*t*; comparison of four clusters on, 301*t*-302*t*; correlation of mediator behaviors with other, 309*t*; discussion on civil case, 282-287; findings on civil case, 274-282; groups of behaviors likely/unlikely used together, 310*t*; hypotheses predicting civil case, 266-269; Maryland Mediation and Conflict Resolution Office study on, 297-304*t*, 308-311, 313; predicting civil court, 262-287; variables, definitions, summary statistics on, 306*t*-307*t*
- Mediator bias: exploring inadvertent, 258; mediator self-interest as, 437-438; myth of intervener neutrality and, 350-351; world-view affecting mediator, 408-409. *See also* Impartiality; Neutrality
- Mediator power: exercised through designing/controlling the process, 441-442; exercised through imposing pressure to settle, 444-446; exercised through knowledge and expertise of, 441; exercised through reframing, 442-444; revisiting responsibility for ethical use of, 446-449. *See also* Power
- Mediator techniques/tactics: hypotheses predicting, 266-269; lowering perceived

- BATNA as, 265; method for testing hypotheses predicting, 269-274; number used per mediation, 276; used with plaintiffs versus defendants, 257; results of testing predictions on, 274-282; sample listing of, 273*t*
- Mediator-defendant interactions: Dynamic Influence Model on, 265-266; illustrated diagram on, 264*fig*, 281*fig*; sample listing of defendant techniques during, 271*t*; study of assertive tactics used during, 264-287. *See also* Defendants
- Mediator-plaintiff interactions: Dynamic Influence Model on, 265-266; illustrated diagram on, 264*fig*, 281*fig*; sample listing of plaintiff techniques during, 271*t*; study of assertive tactics used during, 264-287. *See also* Plaintiffs
- Mediators: barriers to neutrality of, 391-393, 433-434; building parties' trust in, 320-330; challenges facing, 433; as "conflict specialists," 457; expert advisory mediation practice by, 107-109; facilitative mediation practice by, 111-112; ideological metaframes of, 419*fig*, 420-421; impartiality of, 436-438; as instrument of social justice, 493; myth of intervener neutrality role of, 350-351; objectives of, 105-106; participant self-determination relationship to neutrality of, 390-404; predicting tactics and behavior of civil court, 257-258, 262-287; professional background and education of, 103-104; responsibility to mediate ethically of, 446-449; roles and mission perceptions of, 319-320, 350-351, 416-417, 439-440; settlement mediation practice by, 109-111; Sheriff, Pastor, Alchemist, Family, and Radical profiles of, 417, 419*fig*, 421; social network vs. independent, 104; strategies producing mediation inequalities, 396-400; three types of discourse used by, 102-103; tradition-based mediation practice by, 113-115; traditional vs. professional, 101; transformative mediation practice by, 115-117; two studies predicting behavior and tactics of, 294-313; understanding cultural conflict styles, 366; unpredictability of behaviors by, 101; various dimensions of power of, 439-446; wise counsel mediation practice by, 112-113; worldview affecting bias of, 408-409; writer and director roles of, 439-440
- Medical malpractice disputes: implementing ADR in, 72-75; opportunities for ADR in, 74-75; resistance to ADR implementation in, 73-74; study on dispute systems design in, 75-86
- Mental health coaching, 338*fig*, 340
- Metaphor analysis: of mediator roles and mission perceptions, 416-417; Realistic/Constructive meta-frame continuum of, 419*fig*, 420-421, 425-426; Sheriff, Pastor, Alchemist, Family, and Radical profile patterns of, 417, 419*fig*, 421, 422-425; worldview theorists' use of, 411-412; worldview-mediation study use of, 415-426. *See also* Narrative analysis
- Metaphoric communication, 415
- Metaphors: attractor for conflict, 34-37; "ripe moments" as negotiation, 4-5; social construction of conflict and engagement, 47-49
- Mexican Americans. *See* Latinos
- Mexican Chiapas peace agreement (1996), 157, 160
- Middle passage, 359
- "Minara" case study. *See* Israeli community mediation study
- Mix It Up dialogues, 220, 225
- Motivation: changing through course of conflict, 15; contradictory and complementary conflict, 15-18; decision making involving both preventative and promotive, 18; prevention-focused vs. promotion-focused, 50; ripeness theory on, 4-8. *See also* Constructive engagement constraints
- Mulligan, M., "Alternative Disputer Resolution in Medical Malpractice: A Survey of Emerging Trends and Practices," 71-96
- Mutually enticing opportunity (MEO), 5, 6
- Mutually hurting stalemate (MHS), 5, 6-7

N

- Narrative analysis: research applications of, 414; research findings on mediation value of, 400-401. *See also* Metaphor analysis

- Narrative dramatism theory, 414
- Narrative mediation, 116
- Narratives: allotting same time to all participants, 398–399; consolidation of power behind a, 397–398; first-speaker, 397–398; theory of narrative dramatism on, 414; worldview theorists' use of, 411–412. *See also* Communication
- National Centre for Dispute Resolution (NCFDR), 458
- National Centre for Immigrant Support (Portugal), 484
- National Coalition for Dialogue and Deliberation (NCDD), 211, 214, 217
- National Issues Forums, 217
- National Medical Error Disclosure and Compensation Act (2005), 84
- National Park Service, 187
- National Practitioner Data Bank (NPDB), 74
- Native Americans: Attitude Toward Conflict Scale study participation by, 367, 369–375; collective Shadow of Puritans toward, 356; conflict norms of, 366; cultural neutrality norms of, 410; Mediation Scale study participation by, 367, 369–375; mediation scenario and worldview of, 405–406. *See also* First Nation people; Racial/ethnicity differences
- NCDD's Engagement Framework, 214
- Negotiation: constructive objectives and processes of, 29–30; processes and objectives related to sustainable peace beyond, 30; "ripe moments" metaphor for, 4–5. *See also* Conflict stakeholders; Constructive engagement; Mediation models
- Negotiator's Dilemma: component parts and theoretical background of, 241–242; description of, 239–240; issues to consider in, 240–241. *See also* Co-resolution negotiation
- "Neighbourhood justice," 455–456
- Neutrality: allotting same time to all participants used for, 398–399; barriers to mediator, 391–393, 433–434; as central to mediator theory and practice, 438; challenging existing definitions of, 438; CM (community mediation) and, 456–457; cultural frame of, 391–392, 396; impartiality and equidistance characteristics of, 390–391, 436–438; mediation core value on, 390–396; Native American cultural norms on, 410; positivist thinking element of, 390–391. *See also* Mediator bias
- Neves, T., "Practice Note: Community Mediation as Social Intervention," 481–495
- New New Grid System, 99
- (New) Old Grid, 99
- New York Times*, 173
- Northern Forest Lands Council Dialogue, 412
- Nowak, A., "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3–42
- Nvivo qualitative software, 415
- O
- Ontario mandatory mediation program: Hanczy's study of, 438; mediator design and control over, 442; mediator power for imposing pressure to settle in, 445–446
- OPAL Award for Outstanding Civil Engineering Achievement, 173
- Open peacemaking initiatives, 26–27
- Openness to change, 28
- Oslo Peace accords, 53
- "Outgroup," 212
- P
- Palestine/Israel conflict: creatively seeking solutions to, 143–144; dialogue approach used to, 226; exploring conflict resolution practice of *sulha* for, 128–131, 133–135; literature on management techniques during, 128–129; plea for genuine dialogue to resolve, 144–146; using respectful terminology in context of, 132. *See also* Armed conflict; Conflict
- Parenting advisory consult, 338fig, 341
- Parenting consensus survey, 338fig, 339
- Parsons Transportation Group (PTG), 181
- Partial peace agreements, 153, 154t, 155fig
- Participants: addressing claims of inequality by, 386–389; first-speaker narratives by, 397–398; mediation conditions limiting power of, 393–396; mediation inequalities experienced by, 385–401; relationship of neutrality and self-determination of, 390–404. *See also* Defendants; Plaintiffs
- Pastor mediator profile, 417, 419fig, 421
- Peace agreements: benefits of addressing

- education in, 161–162; Camp David, 143, 146; ending armed conflict through, 151–152; examining how education is addressed in, 150; full and partial categories of, 153, 154*t*, 155*fig*; further research on education and, 163–164; numerical trends in addressing education in, 152–160; patterns in inclusion of education in, 155–160; views of education within, 157–160. *See also* Conflict resolution; Reconciliation
- Peace Now, 143
- Peace process agreement, 153
- PeaceXPeace, 143
- Persona (ego), 352, 353, 354
- Personal unconscious, 352
- Philippines peace accord (1996), 157, 160
- Plaintiffs: assertive techniques in nonagreement cases, 278*t*; building trust in mediators by, 320–330; civil court mediation, 264–287; interactions between mediators and civil case, 264*fig*, 281*fig*; trust deficit by, 319. *See also* Mediator-plaintiff interactions; Participants
- Plato's dialogues, 200
- Poitras, J., "Building Trust with Parties: Are Mediators Overdoing It?" by, 317–331
- "The Politics of Community Mediation: A Study of Community Mediation in Israel," 453–479
- Polkinghorn, B., "Managing Conflict in Construction Megaprojects: Leadership and Third-party Principles," 167–196
- Portugal: mediation applications in, 482–483; Portuguese Bar Association opposition to mediation in, 482–483. *See also* Mediação na Comunidade (Mediation in the Community) project
- Portuguese Bar Association, 482–483
- Position Statement on Custody Evaluations (AFLP), 335, 336*e*–337*e*
- Positional-distributive bargaining discourse, 102
- Positivist thinking, 390–391
- Pound Conference (1976), 168
- Power: CM (community mediation) failures related to, 456; consolidation behind a narrative, 397–398; definition of, 439; Foucault's discourse approach to, 460–461; mediation conditions limiting participant, 393–396; mediation inequalities produced through performing, 396–400; participant's ability to access, 391; relationship of neutrality, self-determination with, 390–404. *See also* Empowerment; Mediator power
- "Practice Notes" series: Community Mediation as Social Intervention, 481–495; introduction to, 258–259
- Preamble (United Nations), 129
- Prevention-focused motivation, 50
- Prisoner's Dilemma, 239
- Problem-solving mediation, 100–101
- "Processes in Civil Case Mediations," 261–291
- Projection: collective Shadow and, 355–357; definition of, 354; of our Shadow, 354–355
- Promise of Mediation* (Bush and Folger), 295
- Promotion-focused motivation, 50
- Protocol of Agreement for Rwanda (1992), 156, 157
- Psychological safety issue, 25
- Psychologically guided dispute resolution, 338*fig*, 341
- PsycINFO, 217
- Public Conversations Project, 214–215, 217, 223
- Public Dialogue Consortium, 217
- Public infrastructure construction, 168. *See also* Construction industry; Woodrow Wilson Bridge Project case study
- Puritans, 356

R

- Racial/ethnicity differences: Attitude Toward Conflict Scale study on, 367, 369–370; in conflict and mediation preferences, 374*t*; conflict styles, 366; cultural neutrality norms and, 410; mediation disadvantages and, 409; Mediation Scale study on, 367, 369–375. *See also* African Americans; Asian Americans; Latinos; Native Americans; Worldview
- Radical mediator profile, 417, 419*fig*, 421, 424–425
- Rahim Conflict Inventory, 367
- Reactive devaluation hypothesis, 327–328
- Readiness theory, 7
- Realistic/Constructive meta-frame continuum, 419*fig*, 420–421, 425–426

- Reconciliation: closing ceremony symbolizing, 130, 138–139; *sulha* as model for community-based, 142–143. *See also* Conflict resolution; Peace agreements
- "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3–42
- "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43–69
- The Reflective Practitioner* (Schön), 410
- Reframing: mediation as social intervention, 486–487; mediator power exercised through, 442–444; Realistic/Constructive ideological mediator, 419*ffg.*, 420–421, 425–426. *See also* Frames
- Reliability: AMOS (analysis of moment structures) software for, 369; CFA (confirmatory factor analysis) for, 368–369; model fitness indices for, 369; RMSEA (root mean squared error of approximation) for, 369
- Religious pluralism: Israeli community mediation practices and, 458–464; as legal system issue, 458
- Research: of ADR process in medical malpractice, 75–86; intractable conflict, 44–65; mediation metaphor as tool for, 117–120; ripeness theory, 4–31
- "Research Note: Two Measures of Conflict Orientation," 365–379
- "The revenge of a unjustly ignored," 53
- "Ripe moments" metaphor, 4–5
- Ripeness theory: dynamical systems model of constructive engagement using, 31–37; introduction to, 4–5; limitations and critiques of, 5–8; Pruitt's recasting of, 7
- Ripeness theory study: discussion of, 30–31; expert participation profiles used in, 10; grounded theory coding categories used in, 11–12; methodology used in, 9–13; rationale for exploratory, 8–9; results and propositions of, 13–30
- Ripeness theory study propositions: 1: contradictory and complementary motives during conflict, 15–18; 1: volatility and stability of conflict situations, 15; 3: decision making involving both preventative and promotive motives, 18; 4a: constraints to constructive engagement, 19–27; 4b: longer the conflict the more conflict resolution constraints, 27–28; 5: openness to change required for conflict resolution, 28; 6: top-down embedded and bottom-up emergent processes of engagement, 28–29; 7: constructive objectives and processes of negotiation, 29–30; 8: processes and objectives related to sustainable peace, 30
- Risk society: definition of, 485; mediation role in, 485–489
- Riskin's mediator orientations, 99, 100
- "Ritual" (Leach), 133
- RMSEA (root mean squared error of approximation): Attitude Toward Conflict Scale, 371; Mediation Scale, 370; validity and reliability through, 369
- Rogge, M. E., "Evaluation of Intergroup Dialogue: A Review of the Empirical Literature," 199–238
- "Running from the Shadow: Psychological Distancing from Others to Deny Characteristics People Fear in Themselves," 355
- Rwanda protocol agreement (1992), 156, 157
- S
- Scapegoating: description of, 356–357; Group Shadow projection and, 355–357
- School for Peace model, 216
- Search for Common Ground, 217
- Seeds of Peace, 143
- Self-determination: as core mediation value, 390; relationship of power with neutrality and, 390–396
- September 11, 2001, 349
- Serial mental health consultations, 338*ffg.*, 342
- Settlement mediation, 109–111
- The Shadow: as aspect of personal unconscious, 352; description of Jung's concept of, 349–350, 352–354, 362–363; golden, 357; as hidden and inferior personality, 353–354; implications for practice of mediation, 360–362; Jung on the power of the, 360–361; meeting and owning our, 357–360; projection of collective, 355–357; projection of individual, 354–355
- "Shadows, Conflict, and the Mediator," 349–364

- Shearman, S. M., "Research Note: Two Measures of Conflict Orientation" by, 365-379
- Sheriff mediator profile, 417, 419*fig*, 421
- Sierra Leone Abidjan agreement (1996), 158
- "The Sieve Model: An Innovative Process for Identifying Alternatives to Custody Evaluations," 333-348
- Sieve Model: description of, 258, 333; diagram and individual steps of the, 338*fig*-344; example of focused evaluation using the, 345; origins and development of the, 337-338; report on findings from preliminary study of cases using, 345-346
- Silver, D. C., "The Sieve Model: An Innovative Process for Identifying Alternatives to Custody Evaluations" by, 333-348
- Silver, R. B., "The Sieve Model: An Innovative Process for Identifying Alternatives to Custody Evaluations" by, 333-348
- Social change. *See* Change
- Social construction of conflict/constructive engagement study: discussion of, 64-65; framing the, 49-51; grounded theory of, 46; initial decisions in, 53-54; metaphors used for, 47-49; methods, strategies, and tactics of, 54-64
- Social identity theory, 213
- Social intervention: community mediation (CM) as form of intervention for, 484-489, 491; mediation promoting service delivery form of, 486-487; mediation used for social change and, 485-489; mediation's transformative power through, 488-489. *See also* Change
- Social justice: balancing defense of mediation cases and defense of, 491-492; CM (community mediation) claims regarding, 456; examining mediation as social intervention device promoting, 481, 491; mediation articulation of individual and collective, 489-490; mediators as instrument of, 493; understood in terms of participation, 482
- Social network mediators, 104
- Social Sciences Abstracts, 217
- Sociological Abstracts, 217
- Stakeholders. *See* Conflict stakeholders
- Stimec, A., "Building Trust with Parties: Are Mediators Overdoing It?" by, 317-331
- Stover, M. A.: "Reconstructing Ripeness I: A Study of Constructive Engagement in Protracted Social Conflicts," 3-42; "Reconstructing Ripeness II: Models and Methods for Fostering Constructive Stakeholder engagement Across Protracted Divides," 43-69
- Students of color dialogue outcomes, 224-225
- Study Circles Resource Center, 217, 220, 222, 230
- Sulha* elements: closing ceremony, 130, 138-139; hodna (granting consent), 130, 137-138; jaha (mediating body), 130, 136-137
- Sulha* practice: basic assumptions of, 135-136; conflict resolution using, 477*n*.1; contribution to international negotiations by, 142-143; described as reconciliation, 127, 129; exploring conflict resolution through, 128-131; historic origins and development of, 131-133; historical conflict resolution approach taken by, 130; intercommunal reconciliation through, 141-142; lessons learned from, 139-141; mutual solutions arising through, 143-144; plea for genuine dialogue through, 144-146; situated in Arab conflict resolution, 133-135; societal and cultural evolution of, 129-130; space created by ritual of, 133; three intervention process of, 130, 136-139
- Sustainable peace building blocks, 66-67
- Szmania, S. J., "Alternative Disputer Resolution in Medical Malpractice: A Survey of Emerging Trends and Practices," 71-96

T

- Tapoohi v. Leewenberg (Australia), 104
- Teaching Tolerance Project, 220
- Ten Commandments for Divorced Parents, 340
- Texas A&M University, 169
- Theory: using grounded, 11-13, 46-54, 65-67; growing gap between practice and, 434-435; integrating constructive engagement practice and, 65-67;

- neutrality as central to mediation, 438;
readiness for change, 7; ripeness, 4-37;
third-party dissolution hypothesis, 328
- Therapeutic dispute resolution, 338 *fig.*
340-341
- Therapeutic mediation, 100-101, 116
- Third-party dissolution hypothesis, 328
- Thomas-Kilman Conflict Mode Instrument,
367
- Top-down constructive engagement, 28-29
- Total Quality Management (TQM), 168
- Tradition-based mediation, 113-115
- Transformative mediation, 100, 115-117
- Trust: deficit between mediation parties, 319;
dialogue approach to promote, 226; difficulty
reestablishing, 189-190; establishing
and maintaining public, 178-179; future
research directions on, 329-330; mediation
conditions related to, 318-319; mediator's
role in fostering, 319-320; sources of, 319
- Trust building study: discussion of, 327-330;
exploring trust process and issues during,
320-321; methodology used during,
321-325; trust building results
during, 325*fig.*-327
- Trust hypotheses: future research directions
on, 329-330; implications for mediators,
328-329; instrumental trust hypothesis,
327; reactive devaluation hypothesis,
327-328; third-party dissolution hypoth-
esis, 328
- Trust measures: analysis of variance (ANOVA)
comparing level of, 324-325; degree of
resolution by employee trust in mediator,
325*fig.*-326; degree of resolution by
employer trust in mediator, 326*fig.*-327;
evaluating level of trust, 323-324
- 20th Judicial Circuit (Florida): alternatives to
custody evaluations used in, 334; example of
focused evaluation ordered by, 345; report
on findings from preliminary study of Sieve
Model cases of, 345-346; Sieve Model
developed through efforts of, 337-344
- 21st Century Divorce Cooperative Style
(DVD/video), 340
- ## U
- UN Peacemaker Website, 152, 153
- Unconscious: collective, 352; Jung's concep-
tion of the, 351-352
- United Nations Democratic Dialogue Project
(UNDP): conflict resolution objectives of,
200; Democratic Dialogue Project of, 215,
220; dialogue case studies conducted by, 226
- United States: civil court mediation used in
the, 262-263; increasing rates of divorce
in, 335
- United States Institute of Peace (USIP), 153
- Universal Declaration of Human Rights,
Article One (United Nations), 129, 141
- University of Porto, 484
- UPL (unauthorized practice of law), 251
- Uppsala University Conflict Data Program
(UUCDP), 149
- U.S. Army Corps of Engineers, 187
- U.S. Department of Health and Human
Services, 84
- U.S. Department of Justice, 72
- U.S. Fish and Wildlife Service, 187
- ## V
- Validity: AMOS (analysis of moment struc-
tures) software for, 369; CFA (confirmatory
factor analysis) for, 368-369; model fitness
indices for, 369; RMSEA (root mean
squared error of approximation) for, 369
- Vienna Airport mediation, 115-116
- Virginia Approach Span, 175
- Virginia Department of Transportation
(VDOT): "Hunting Terrace Ceiling Crisis"
response by, 178-179; Woodrow Wilson
Bridge Project case study role of, 169, 171,
172, 191
- Vuinovich, M., "From Sulha to Salaam:
Connecting Local Knowledge with
International Negotiations for Lasting
Peace in Palestine/Israel," 125, 127-148
- ## W
- Wall, J. A., Jr., "Processes in Civil Case
Mediations," 261-291
- Websites: *Conflict Resolution Quarterly* (CRQ),
125; Mix It Up dialogues, 220; National
Coalition for Dialogue and Deliberation
(NCDD), 211; UN Peacemaker, 152, 153;
United States Institute of Peace (USIP),
153; Wiley Publishing, 257
- Western Justice Center Foundation, 217
- Wiley Publishing Website, 257

- William and Flora Hewlett Foundation, 297
- Wilson, Carrie L., "Mediation by Any Other Name Would Smell as Sweet—or Would It? The Struggle to Define Mediation and Its Various Approaches," 293–316
- Wing, L., "Mediation and Inequality Reconsidered: Bringing the Discussion to the Table," 383–404
- Wise counsel mediation, 112–113
- Witkin, N., "Co-resolution: A Cooperative Structure for Dispute Resolution," 126, 239–256
- Woodrow Wilson Bridge Project case study: comparing experience-based insights to principles espoused by literature, 193*t*; discussion on, 191–192, 194–196; "issue resolution ladder" used in, 172, 192, 194; leadership insights and effective conflict management during, 175–176, 178–191; origins and progress of, 171–174; research methodology data collection/analysis during, 174–175; sampling of conflict analysis, prevention, and intervention during, 177*t*; 374 lessons learned from, 175, 196; two state agencies' partnership during, 169–170*fig*. *See also* Construction industry; Public infrastructure construction
- Woodrow Wilson Bridge Project insights: 1. establish and maintain public trust, 178–179; 2. prevent counterproductive behaviors, 179; 3. keep senior management informed, 180–181; 4. make decisions to increase bid competition, 181–182; 5. make friends with key stakeholders, 182–184; 6. the manager is not smartest about everything, 184–185; 7. recognize show-stoppers early and take action, 185–187; 8. step outside the box, 187–188; 9. there will be technical problems, 189–190; 10. we all succeed together, 190–191
- World Café, 217
- Worldview: community mediation (CM) and differing, 464–473; description and scholarly applications of, 407–408; elements of, 407; examining how negotiations are shaped by, 406–408; example of Native American tribe mediation framed by, 405–406; mediator bias affected by their, 408–409; research on mediation and, 411–429; unconscious nature of, 415. *See also* Cultural differences; Frames; Racial/ethnicity differences
- Worldview Analysis Group, 412
- Worldview-mediation study: acknowledging limitations of the, 426; analytic process used during, 416–418; examining past approaches to, 411–412; examples on levels of analysis connections during, 421–426; findings of, 418*fig*–421; implications and conclusions of, 426–429; metaphor analysis used during, 415–426; methodology used during, 412–414; narrative analysis used during, 414–415; Realistic/Constructive meta-frame continuum of, 419*fig*, 420–421, 425–426

